

**Technology Customer Council Meeting  
Minutes of December 12, 2006**

**Final**

Present: Greg Wright, Leon Schwartz, Rich Jacobs, Steve Mosen, Kevin Vandewall, Roberta Polzin

Absent: Margaret Thomson, Carl Martin, Joel Lunde, Keith Greiner, Larry Murphy, Marv Van Haaften

Guests: Luke Bailiff (for Lesa Quinn), Greg Fay, Lorrie Tritch, Ken Bosier, Lana Morrissey, John Hove, Laura Riordan, John Gillispie, Diane Van Zante (recorder)

1. **Call to Order** – Greg Wright, Chair, called the meeting to order. It was noted that there was not a quorum of members in attendance.
2. **Approve August 8 and September 12, 2006 Minutes** – Greg Wright.  
Due to the fact that there was not a quorum, the Council was unable to approve meeting minutes.
3. **Information Security Office – Update on Meeting Deliverables** – Greg Fay.  
The Information Security Office (ISO) utility is responsible for enterprise security coordination. Its goal is to improve aggregate security. The ISO utility was created when other funding means proved unsuccessful. The utility funds two positions (the Chief Information Security Officer and an additional security officer which is currently going through the hiring process) and minimal support for those positions. The ISO has already established communication points with customers and those customers were asked to provide an agency information security contact. The ISO works through the CIO Council Security Committee for technical feedback. Communication with individuals and groups across the enterprise occurs on a fairly regular basis. The external website ([www.secureonline.iowa.gov](http://www.secureonline.iowa.gov)) is up and running. The state agency-only website is expected to be up in January. The ISO has been focusing on operating standards. Administrative rules outlining a methodology for approving standards and assigning authority for security assessment and enforcement will take effect on November 29, 2006. A standard for wireless networking was also approved. Three additional standards will go before the Technology Governance Board (TGB) on December 14: laptop encryption, removable media encryption, and data classification. Penetration testing is another focal point. A full assessment of ITE network segments has been completed and a project with DOT is currently in process. Vulnerability assessments and web application and related testing services are available to agencies at no charge, as is a variety of security awareness material. The ISO shares information on security alerts, threats, and vulnerabilities. The CSIRT (Computer Security Incident Response Team) plan is being revisited and will focus on initial response and formal after-action review. Other services available: physical security, COOP/COG, consultation and direct assistance (such as helping agencies coordinate drills or addressing specific issues that an agency has questions about). There are numerous challenges: working with 47+

customers with varying expectations and needs. The ISO really needs customer input to be successful. The TGB standards approval process takes a very long time.

Unspent Funds – Because one of the security officer positions has been vacant for some time, there is unspent salary money of about \$31,846 as calculated through the end of October.

Options for these unspent funds are: a rebate to customers, hire outside resources, or a combination of the aforementioned. What recommendations would the Council offer?

Comments:

- Spend the money efficiently, such as for some outside training or in-house training.
- There is an audience that's not being reached – Directors and CFOs. Look for a way to communicate with those groups.
- Is the ISO a revolving fund? Yes, it is part of the ITE revolving fund.
- It is better to spend the funds wisely than to rebate them.
- Of the identified opportunities, the Council needs to prioritize which ones to focus on.
- Look for a resource to help develop a risk assessment tool and then work with agencies to make the assessment process more efficient.
- Have a drill. And, make sure the infrastructure is in place.
- Most agency heads are part of the Health Alert Network (HAN); it works quite well. We could build our own network and do so fairly inexpensively.
- Raise your visibility.
- Focus on the performance measures.
- Be sure you have deliverables that have impact.

Since there is not a quorum of members at today's meeting, this item will be brought back to the table for a vote at the next meeting.

**4. Financial Update on Directory Services – Lorrie Tritch.**

There is a balance in the Directory Services utility fund of just under \$7,000. Lorrie reported that the Lottery had just become a model two agency. Council members discussed the impact of DAS vacation buyback on the utility rates and whether it was appropriate for the Council to weigh in on that decision. Overall, it was believed that determination was outside of the Council's purview.

**5. Entrepreneurial Management – Greg Wright.**

To keep the Council informed of ongoing activities, Greg reported on a meeting that he attended which was coordinated by Jim Chrisinger of the Department of Management. Prior to today's meeting, Greg forwarded the materials he received for that meeting. The participants had an opportunity to talk about the current state of the customer councils, address issues, and look for ways to improve things. One concept mentioned was the consolidation of all customer councils and the utilization of different work groups. There was also some discussion about standardized financial statements.

**6. Review of By-Laws**

- Alignment with Administrative Rules
- Alignment with Common Practice

At present, there are four different customer councils with four different sets of by-laws.

Laura Riordan and Pat Lantz are reviewing the administrative rules for customer councils,

looking at such things as the definition of a quorum, designation of alternates, etc. It may be advisable to postpone changes to the Technology Customer Council by-laws until after that occurs. Another option is cleaning up the administrative rules and abolishing the by-laws. Originally, different customer councils were formed because of the unique specialties involved in each one.

7. **Recognition of New Designated Alternates** – Greg Wright.

Council members informally acknowledged two new designated alternates for voting members. Informal acknowledgement simply provides an awareness that two alternates have been given voting rights when attending in place of the primary member.

- Veterans' Home (Rob Buchwald)
- Public Defense (Luke Bailiff)

8. **Wrap-Up, Next Meeting Date** – Greg Wright.

- Meeting notices for 2007 have gone out.
- The next meeting is January 9, 2007, 1:00 p.m.

There being no further business, the meeting adjourned at 2:27 p.m.